

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A system for ~~assessing~~ customer evaluation of information technology services ~~provided to customers~~, the system comprising:

(a) ~~a first assessment tool comprising a matrix in which each row (column) corresponds to one information technology service attribute and each column (row) provides a different level of information technology service maturity pertaining to a customer's experience, the matrix to provide an indication of customer satisfaction using one measurement technique~~ a set of questions pertaining to an information technology service attribute, the set of questions further comprising a focus area of the service attribute, a set of descriptions of the service attribute, a set of considerations of the service attribute, and an example of the service attribute;

(b) ~~a second assessment tool comprising one or more set of questions, each set of questions pertaining to one information technology service attribute, the set of questions to provide an indication of customer satisfaction with the information technology services using a second measurement technique~~ an assessment matrix having a plurality of rows and columns, each row corresponding to one information technology service attribute and each column corresponding to a maturity of the information technology service attribute, the maturity of each information technology service attribute determined by a customer's answers to its respective set of questions pertaining to the information technology service attribute; and

(c) ~~a system method for combining the results using the first and second assessment tool and providing a report on the information technology service using the~~

~~two measurement techniques and providing a report with an assessment of the~~  
~~information technology service and at least one recommendation for improving the~~  
~~information technology service to determine if a provider of the information technology~~  
~~service and the customer have a common understanding of the scope and the objectives~~  
~~of the information technology services and to identify any disparity between the~~  
~~expectations of the provider and the expectations of the customer by evaluating the~~  
~~answers to the set of questions and the maturity of the respective information~~  
~~technology service attribute.~~

2. (Currently Amended) A ~~The system for assessing customer evaluation of~~  
~~information technology services provided to customers including the elements of~~  
~~Claim 1 wherein each row/column of the matrix pertains to one of the~~  
~~information technology service attribute~~ attributes is selected from the group  
~~consisting of: policies and procedures, team work, consistency of delivery, defect~~  
~~handling, and use of results.~~

3. (Currently Amended) A ~~The system for assessing customer evaluation of~~  
~~information technology customer service services as in including the elements of~~  
~~Claim 1 wherein one set of questions focuses on one information technology~~  
~~service attribute and a set of detailed questions has at least one focus area along~~  
~~with a set of descriptions and concerns, and an example for each of the focus~~  
~~areas, which detailed further comprising answers of the customer to the~~

questions are used to assess the level of customer service and satisfaction as perceived by the customer.

4. (Currently Amended) The system for assessing customer evaluation of information technology ~~customer service including the elements~~ services of Claim 2 wherein the levels of maturity of the information technology ~~service maturity~~ pertaining to a customer's experience services further comprise ad hoc, repeatable, consistent, exceptional, and world class.

5. (Currently Amended) ~~A~~ The system for customer evaluation of information technology services ~~including the elements~~ of Claim 1 wherein the ~~first~~ assessment ~~tool comprises a generic matrix of~~ comprises no more than twenty information technology service attributes for a quick, general and/or a medium depth assessment.

6. (Currently Amended) ~~A~~ The system for ~~including the elements~~ customer evaluation of information technology services of Claim 1 wherein ~~for an in-depth assessment based on workshops; the first assessment tool comprises a detailed matrix allowing for identification of~~ further comprises a current maturity level of at least one service attribute and ~~identification of a desired~~ maturity level of the at least one service attribute.

7. (Currently Amended) A method of assessing a customer's perception of the information technology services ~~provided to a customer~~, the steps of the method comprising:

(a) evaluating the delivery of information technology services to the customer using at least two ~~different types of~~ assessment techniques, ~~one type of a first~~ assessment technique being a matrix of different levels of maturity of service for at least one attribute of information technology ~~service services~~, ~~the other type of a second~~ assessment technique ~~using~~ being a plurality of questions to determine a customer's perception of the level of maturity of the at least one attribute of information technology services;

(b) comparing ~~a~~ the customer's perception of the at least one attribute of information technology ~~service attribute~~ services with ~~established~~ the different levels of maturity of the information technology service attribute; and

(c) ~~determining the maturity of information technology service; and~~  
~~—(d) providing a report with recommendations for improving the delivery of the at~~  
least one attribute of information technology ~~service services~~ to customers the customer  
based on the comparison of the customer's perception with the different levels of  
maturity.

8. (Currently Amended) ~~A~~ The method of assessing a customer's perception of the information technology ~~service provided to a customer~~ services including the steps of Claim 7 wherein the ~~other type of~~ second assessment technique includes interviewing customers with detailed questions of the at least one attribute of

information technology services, the detailed questions having at least one focus area along with a set of descriptions and ~~concerns~~ considerations, and an example for each focus areas to determine an in depth assessment of the customer's perception and the current level of maturity of information technology services ~~being delivered to customers.~~

9. (Currently Amended) ~~A~~ The method of assessing a customer's perception of the information technology ~~service provided to a customer~~ services including the steps of Claim 7 wherein ~~the one type of~~ the first assessment technique uses detailed matrices allowing for identification of a current level of maturity of at least one service attribute and identification of a desired level of maturity of the at least one service attribute in a workshop approach with customers ~~so that the level of maturity of information technology services can be determined~~ and the step of providing a report includes comparing the current level of maturity with the desired level of maturity of information technology services ~~with levels of maturity in the detailed matrices~~ for different aspects of information technology service delivery.

Claims 10-12 (Previously Cancelled)

13. (Currently Amended) ~~A~~ The system for ~~assessing information technology customer service~~ customer evaluation of information technology services including the elements of Claim 4 wherein ~~the information technology service~~

~~attribute having levels of information technology service a maturity level of the~~  
~~information technology service attribute comprises one of the following:~~  
~~pertaining to a customer's experience comprising ad hoc, repeatable, consistent,~~  
~~exceptional, and world class may be determined and identified for improvement.~~

14. (Currently Amended) The system for ~~assessing information technology customer~~  
~~service~~ customer evaluation of information technology services including the  
elements of Claim 3 wherein the information technology service attribute is data  
processing applications for inventory control.

15. (Currently Amended) The system for ~~assessing information technology customer~~  
~~service~~ customer evaluation of information technology services including the  
elements of Claim 3 wherein the information technology service attribute is data  
processing applications for invention control.

16. (Currently Amended) The system for ~~assessing information technology customer~~  
~~service~~ customer evaluation of information technology services including the  
elements of Claim 3 wherein the information technology service attribute is data  
processing applications for financial reporting.

17. (Currently Amended) The system for ~~assessing information technology customer~~  
~~service~~ customer evaluation of information technology services including the

elements of Claim 3 wherein the information technology service attribute is data processing applications for payroll.

18. (Currently Amended) The system for ~~assessing information technology customer service~~ customer evaluation of information technology services including the elements of Claim 3 wherein the information technology service attribute is data processing applications for computer aided design and manufacturing (CADAM).

19. (Currently Amended) The system for ~~assessing information technology customer service~~ customer evaluation of information technology services including the elements of Claim 3 wherein the technology service attribute is definition and understanding of the information technology service.

Claim 20 (Cancelled).